

# SC CUSTOMER INFORMATION ADVISORY GROUP

## MEETING SUMMARY

October 11, 2000

### Agenda Items

- Status of Previous Action Items (Rice)
- Graphics Toolset Discussion (Hughes/Kagan)
- Application Integration and Management (AIM) Policy Discussion (Centeno)
- IMSC Status Update (Hughes)

### Previous Action Items

- The IM Project Lifecycle Guide describing the fifteen step process used by the IM Team to develop and rollout products was sent to CIAG members on 10/2/00.
- The AIM policies were provided to CIAG members at the 9/27/00 meeting. Members were to review the policy for today's discussion (See the AIM discussion below.)
- The Performance Measures were officially implemented on 10/1/00.
- Equipment for the three video conference rooms is due to arrive at Headquarters on 10/13/00. Installation is scheduled for 10/27/00.

### Support Center Items

Brent Baker provided the CIAG with an updated Outlook user list. Baker said that users have clearly taken efforts to reduce the amount of mail in their inboxes. Overall, Baker reported, progress is being made. Peggy Burris asked Baker to follow up with two users who have had problems emptying their deleted items folder. Baker sought and received the CIAG's approval for the following procedural changes within SCSC. As a result, SCSC will:

- Automatically delete all DOECAS messages greater than 60 days old. One CIAG member asked Baker if SCSC messages could also be deleted after a set timeframe. Baker will investigate this possibility and report back to the CIAG.
- Automatically delete undeliverable e-mail messages after *60 days*.
- Schedule monthly preventative maintenance measures, e.g., the second Sunday of every month from 6:00 am to 11:00 am. The CIAG requested that SCSC continue to send monthly reminders, rather than a one-time notice, to users alerting them of the scheduled maintenance. Although the CIAG has no preference as to when the maintenance should occur, the group suggested that Baker check with the Financial Management Division.

### Graphics Toolset Discussion

Gene Hughes requested that a discussion of the Graphics Toolset be on the Agenda for the next two weeks. As part of *Infrastructure 1.0*, upgrades to the current graphics applications will be made. In order to accomplish this task, information on usage and requirements will need to be gathered. Hughes introduced Andrew Kagan, Systems Engineering Contract Lead, who will be working with Hughes to complete this task. Specifically, Kagan said, the engineers will need to determine (a) what programs are currently in use, (b) to what extent these programs are in use, and (c) whether these programs meet users' needs. Hughes will provide the CIAG with a detailed list identifying the graphics applications currently in use at the next

CIAG meeting. Each member will be asked to provide feedback on usage, requirements and so forth. Hughes encouraged members to identify individuals in their programs who can assist with providing this feedback.

### **AIM Policy Discussion**

Kathi Centeno sought the CIAG's approval of the Application Integration and Management (AIM) Policy. Centeno reviewed the policy in detail highlighting the specific processes within AIM and how they integrate within the overall IM Team process. When the AIM team receives an IM product, they are required to complete the following tasks to ensure that the product works properly on its own and in conjunction with the existing technology infrastructure and software applications: testing, training, rollout, and integration of services

The CIAG requested that training manuals be made available on line. Centeno agreed to investigate this issue and will report back to the CIAG with a solution. Peggy Burris suggested that the role of the CIAG and the IM Board be included in the AIM policy since they are critical in planning for all IM activities. Centeno agreed and will work on incorporating this into the policy. Centeno will bring revised policies back to the CIAG.

### **IMSC Status Update**

Gene Hughes offered an update on the IMSC rollout. Hughes reported that there are still 13 incidents that need to be resolved and stated that these incidents are being addressed with the users who raised them. The build, Hughes said, will be complete by 10/23/00. The product will be delivered to AIM on 10/24/00; testing will take place from 10/24/00 – 11/01/00. Rollout is scheduled to occur from 11/02/00 – 11/06/00, with IMSC going live on 11/07/00. An email will go out to users by the end of the week.

### **Other Items**

At the end of the IMSC status update, Marvin Stodolsky brought up the issue of cyber security, stating that there should be contingencies in place for securing data at the desktop. Brent Baker suggested that the user apply a screen saver password to his/her PC. Baker offered SCSC's assistance with setting up this feature. Gene Hughes reported to the CIAG that auto protection would be part of the Cyber Security Plan. Briefings will be given to the IM Board on the Plan and the CIAG will then be asked to provide input on implementation.

### **Action Items**

- Schedule discussion of Graphics Toolset at the next two CIAG meetings (Rice).
- Follow up with Ben Weakley and Peter Faletra to assist with deleting e-mail (Baker).
- Investigate the possibility of deleting SCSC messages to users after a preset timeframe (Baker).
- Incorporate customer coordination (CIAG, IM Board) language into AIM policy (Centeno).
- Report to CIAG on the feasibility of placing training manuals online (Centeno).

### **Proposed 10/18/00 Meeting Agenda**

- Support Center Items (Baker)
- IMSC Status Update (Gercken)
- Review of AIM Policy Revisions (Centeno)
- Graphics Toolset Discussion (Kagan)

## Meeting Attendees

Name		Organization	Contact Information
Greg	Dilworth – Alt Chair	SC-17	3-2873
Pat	Rice – Exec. Sec	SC-621	3-4556
Peggy	Burris	SC-4	6-7265
Steve	Buswell	SC-7	6-9741
Dean	Oyler	SC-22	3-6394
Shahida	Afzal	SC-50 (ESMT)	3-4941
Steve	Eckstrand	SC-55	6-5428
Marvin	Stodolsky	SC-72	3-4475
Caryle	Miller	SC-82	3-8434
Paul	Arveson	SC-621	3-1893
Brent	Baker	SC-621	3-2345
Jeanne	Beall	SC-621	3-4587
Gene	Hughes	SC-621	3-5409
Julie	Kizer	SC-621	3-8883
Joanna	Martin	SC-621	3-5730
Anne	Priebe	SC-621	3-2449
Ted	Griffin	SC-621	3-4602
Kathi	Centeno	SC-621	3-5472
Sue	Farrand	SC-621	3-1884
Dick	Yockman	SC-621	3-3394